Process Name: Benefits Administration	**Process Identifier:** BA
Sub-Process Name: Maintain Enrollment	**Sub-Process Identifier**: BA-2

| **Sub-Process Purpose and Objectives:** Maintain correct enrollment and eligibility data. ||

Sub-Process Description: Participants may enroll or change coverage elections at various times during their employment with the State or participating external entities. In all cases, the process begins when a participant completes enrollment or coverage change documentation. The process for the unique types of events is as follows:

- New participants – New participants complete enrollment forms when they are eligible for coverage. Once completed, the forms are reviewed and approved by agency insurance preparers, enrollment data is entered by the insurance preparers for State participants, external entities with direct system access, and Insurance for those external entities without direct access.
- Special Enrollment Process – The special enrollment process allows for enrollment eligible participants or dependents after a qualifying event and the late enrollment of individuals after approval of medical underwriting.
  - ✓ Qualifying Event – Certain events allow the participant to add coverage without additional documentation. When one of these events occurs, the participant completes the appropriate enrollment forms and the data is entered as described above.
  - ✓ Late Applicant Process – A participant may enroll at other times after passing medical screening. If the participant wishes to enroll, they complete the medical screening process and complete the enrollment forms after medical approval. The enrollment forms are entered as above.
- Annual Enrollment Transfer of Coverage – Each year, participants are permitted to change health coverage to a different provider. If the participant elects to change coverage, the appropriate forms are completed and entered as above. Only participants that already have medical coverage may change their medical plan under this provision. Participants may also enroll in dental and optional life during the annual Enrollment Transfer of Coverage.

Once entered, eligibility for the coverage selected is verified. Eligible participants include active employees of any qualified agency, participants on COBRA, and retirees. TIS will return an error message if the participant is not eligible for the coverage selected. The participant will be notified by the insurance preparer to select different coverage.

Married couples working for the State are enrolled in "split" coverage. In this situation, one spouse carries the dependents while the

Process Name: Benefits Administration	**Process Identifier: BA**
Sub-Process Name: Maintain Enrollment	**Sub-Process Identifier**: BA-2

other has single coverage.

Enrollment information for Optional term/Universal life is received from the vendor in a file.

Coverage information is submitted to vendors weekly through an interface. If emergency updates are required, these are provided to vendors via email or telephone.

Sub-Process Trigger(s):	**Key Sub-Process Participants:**
• Initial benefit enrollment or changes	• Participant • Agencies • External entities • Insurance

Inputs:

Input	Format	Volume/Time	Suppliers
Enrollment/change forms	Paper forms	14,000 per month – all sources includes maintenance of participant and enrollment data	Agency
Enrollment/change for external entities (direct access)	Directly entered online	14,000 per month – all sources includes maintenance of participant and enrollment data	External entities
Enrollment/change for external entities (no access)	Paper documents	14,000 per month – all sources includes maintenance of participant and enrollment data	External entities
Supporting documentation as required	Paper documents	14,000 per month – all sources includes maintenance of participant and enrollment data	Participant

Process Name: Benefits Administration		Process Identifier: BA	
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Optional term/universal life enrollments/changes	File	14,000 per month – all sources includes maintenance of participant and enrollment data	Vendor

Outputs:

Output	Format	Volume/Time	Recipients
Updated participant records	Database		TIS
Enrollment updates	Files	Maximum 14,000 per month from all sources – volumes by vendor depend on participation by eligible individuals	Vendors

Performance Measures Tracked:

Measure	Approx. Value	Target Value

Laws, Regulations, and Policies That Govern Sub-Process: none

Current Sub-Process Issues/Problems:

Improvement Opportunities:

Opportunity *Merge cells to link one Opportunity to multiple impacts)*	Organizational Impacts *(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)*	
Changes to benefits during open enrollment can be completed by employees on-line by utilizing self-service functionality through a web browser or kiosk	Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to participant.	C

Applications that Support the Sub-process

Process Name: Benefits Administration	**Process Identifier:** BA
Sub-Process Name: Maintain Enrollment	**Sub-Process Identifier**: BA-2
Application Name(s) *(Internal name and vendor's name)*	**Technology Description** *(Programming vendor, language, platform, database, etc.)*
TIS	See BA-1

Process:	Benefits Administration	File:	Ben Admin - final.vsd
Sub-Process:	BA-2 Maintain Enrollment	Date:	11/10/02
Prepared By:	Salvaggio, Teal & Associates	Page:	1/1

Participant

New participant, change to coverage → Completed enrollment form & req documentation → New participant →N→ Annual enrollment transfer →N→ Special Enrollment Process →Y→ Qualifying event →N→ Late enrollment

Agency

Notify participant

Documentation complete →N→ 1

Underwriting approved →N→ 1

1

Ins

Y

Enter enrollment ← 2

UT & TBR

New participant, change to coverage → Enter enrollment

Enrol. Data

Local Gov't & Ed

New participant, change to coverage → Local access? → 2

Enter enrollment

TIS

1 ←Y← Notify external agency ←N← State participant ←N← Eligible →Y→ Activate coverage → Optional term/ universal life → Weekly update to vendors